

## Customer Letter Example (USA)

March 2006

**Subject: Safety Recall M7  
2003 Model Year Passat with 1.8L Turbo or 2.8L V6 Engine  
Replace Fuel Pump**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2003 model year Volkswagen Passat vehicles. Our records show that you are the owner of one of these vehicles.

### **What Is The Problem?**

Volkswagen has decided that the fuel pump on some affected vehicles may contain a carbon brush set that is susceptible to premature wear. This could lead to an inoperative fuel pump and, ultimately, interrupt or even stop the fuel supply to the engine. If fuel flow to the engine is interrupted, the vehicle could stall without warning and thus present a potential risk of crash.

### **What Will Volkswagen Do?**

In order to correct this defect, we will replace the fuel pump on your vehicle.

### **What We Would Like You To Do**

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service will take about two hours and will be free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

To help expedite this repair, we ask that the fuel level in your vehicle be at approximately one-quarter (1/4) of a tank or less on the day of your scheduled appointment, if possible.

### **Lease Vehicles**

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

### **Have You Changed Your Address Or Sold The Vehicle?**

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

### **Reimbursement of Expenses**

If you have previously paid for replacement of the fuel pump, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

### **Service Help from Us**

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

*Volkswagen of America, Inc.  
Attn: Customer CARE Center – Hills East (M7)  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
1-800-893-5298*

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience this matter may cause. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2006 Volkswagen of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

## Customer Letter Example USA

March 2006

**Subject: Safety Recall JL  
2003 Model Year Audi A4 quattro with 1.8L Turbo or 3.0L Engine and  
2003 Model Year Audi A6 with 3.0L Engine  
Replace Fuel Pump**

Dear Audi Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in some 2003 model year Audi A4 quattro and A6 vehicles. Our records show that you are the owner of one of these vehicles.

### **What Is The Problem?**

The fuel pump on some affected vehicles may contain a carbon brush set that is susceptible to premature wear. This could lead to an inoperative fuel pump and, ultimately, interrupt or even stop the fuel supply to the engine. If fuel flow to the engine is interrupted, the vehicle could stall without warning and thus present a potential risk of crash.

### **What Audi Will Do**

In order to correct this defect, we will replace the fuel pump on your vehicle.

### **What We Would Like You To Do**

Please contact your authorized Audi dealer and arrange for an appointment without delay. This service will take about 2 hours and will be free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

To help expedite this repair, we ask that the fuel level in your vehicle be at approximately one-quarter (1/4) tank or less on the day of your scheduled appointment, if possible.

### **Lease Vehicles**

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

### **Have You Changed Your Address Or Sold The Vehicle?**

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

### **Reimbursement of Expenses**

If you have previously paid for replacement of the fuel pump, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

### **Service Help from Us**

If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

*Audi of America, Inc.*  
**Attn: Customer Relations – Hills East (JL)**  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
1-866-892-2834

We regret any inconvenience this matter may cause. Thank you for your continued loyalty!

Sincerely,

Audi Product Compliance

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2006 Audi of America, Inc. and Audi Canada. All Rights Reserved.

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